

UNIVERSITY OF WOLLONGONG

LIBRARY

ANNUAL REPORT

1991

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Academic libraries throughout Australia continued to experience difficulty acquiring sufficient information resources to support the teaching and research activities of their universities. The amount of printed information available expanded and the cost of individual items tended to increase. At the same time, new technologies provided alternate means of acquiring access to some categories of information but rarely with any reduction in cost. Indeed, technologies such as desktop publishing and wider use of the Australian Academic and Research Network exacerbated the problem of identifying and accessing appropriate information.

In an attempt to meet these challenges more effectively, the Library undertook a process of envisioning aimed at identifying the forces and conditions which will influence the future provision of library and information services to the University community. The exercise resulted in the production of a discussion document, *Prospect 2001*. Once the report has been debated within the University, it will form the basis of future strategic planning in the Library.

Envisioning the future required the commitment of significant staff resources but provided opportunities for re-evaluating traditional concepts and practices. The process resulted in more innovative attitudes to the way in which the Library might utilise resources. A significant aspect of the report was recognition that the physical development of the Library collection may be of lessening importance as it becomes more effective to provide some scholars with on-demand access to the required data. Other important outcomes of the process were the desirability of continued close interaction between Library and computing personnel, the need to develop staff skills and aptitudes necessary to cope with a changing environment, and the importance of greater synergy between academic development and the provision of support services.

In line with concepts outlined in *Prospect 2001*, greater attention was given to the services available to Library users. Efficiency in the technical services area was maintained to ensure the rapid processing of orders and cataloguing and direct assistance to readers was heightened by the extension of the reader education program. More than 4,000 staff and students attended instruction sessions on the use of library resources including compact disc database searching. Sessions were provided also on the use of the Australian Academic and Research Network to access the catalogues of libraries throughout the world.

On a more routine level, development of the law collection continued. It was supplemented by the receipt of a cooperative grant, in partnership with the University of Technology (Sydney), for the acquisition of a substantial collection relating to natural resource and environmental law. An integral part of the grant was the provision of technology to transmit scanned documents between the two universities. Trial of this technology will occur early in 1992 and will involve the retrieval of documents from library collections in the United States.

The Library was fortunate to receive donations from several sources. The Canadian Government made available funding for the purchase of books to support courses in Canadian literature, and the Swiss Government continued its programme of book donations. From a local resident, Mr William Pollak, the Library received a large collection of operatic scores and recordings. Most of this material is rare and several of the Australian items are of significant heritage value.

Considerable effort was again devoted to providing staff with training and development opportunities. Special emphasis was given to the development of team and supervisory skills. As part of the annual staff development review, staff members were given the opportunity to comment on the performance of the University Librarian and their supervisors. The responses provided valuable information about areas requiring attention and reinforced the effectiveness of existing management practices.

By the end of the year, the groundwork had been laid for the achievement of many of the objectives outlined in *Prospect 2001*. With cooperation from other sections of the University, the Library will devote attention in 1992 to achieving its vision of being the key link between information networks used by members of the University. Irrespective of the nature or location of the sources, the Library will provide a range of services and technologies which facilitate access, retrieval and interpretation of knowledge.

John Shipp
University Librarian



HUMAN RESOURCES

Felicity McGregor
Deputy University Librarian

Achievement of the vision delineated in *Prospect 2001* will depend to a great extent on the continuing development of innovative and effective human resource policies. To meet all of the envisioned challenges the Library staff member of 2001 will be recognisably different from that of 1991. Ideally, all staff will share a commitment to a common vision and will possess, or be in the process of acquiring, the skills necessary to achieve this vision. Technologically sophisticated and technically competent, the staff member of 2001 will also be knowledgeable about environmental influences and responsive to the inevitable process of change. Possessing a wide range of interpersonal skills, Library staff will be team players, able to make informed and timely decisions and able to determine optimal priorities amongst the ever increasing demands for their services. In thus defining the ideal, it is recognised that there is no final state to be achieved and that, as developments continue to occur, human resources objectives will vary accordingly.

Since it is not possible to predict the ideal blend of skills and attributes needed in the future, it is vital to foster a culture of continuing learning, self improvement and flexibility. The concept of the learning organisation must be embraced, not as a form of philanthropy but as a tenet of sound business practice. In 1991, human resources and staff development policies have been directed primarily to the achievement of this goal. In order to increase flexibility and promote staff involvement, organisational structures must be modified to reduce the inflexible aspects of the traditional hierarchy. There will be decreasing emphasis on functional departments headed by permanent supervisors and an increasing emphasis on self managing teams, responsible for functional efficiency plus short term, special focus teams responsible for projects and innovations. For these reasons, a major staff development activity in 1991 was team development. A pilot group of general library assistants and library technicians participated in a two day interactive workshop facilitated by an external consultant. The pilot group developed a very practical action plan and, as a result of their endorsement of the program, further team building sessions were scheduled for all remaining staff.

Progress towards a team based structure has naturally generated a number of perceived anomalies, in particular, the role of departmental supervisors or middle managers. No immutable viewpoint has been reached except to reaffirm that there is a vital role, albeit a changed one, for all staff and particularly for experienced supervisors who are able to meet the new leadership challenge of a rapidly changing profession.

Strategies to achieve the goals of restructuring and multiskilling were developed by an ad hoc group, the *Task Force on Library Skills and Reorganisation*. With members from all staff classifications and both Divisions, the *Task Force* considered a broad range of issues. The substantial investment of staff time was justified in terms of generating commitment to the proposed changes and the learning process experienced by *Task Force* members. The chief recommendation of the *Task Force* was to integrate the Inter-Library Loans and Acquisitions departments. Aspects of this decision are discussed elsewhere in this report.

Recognition of the necessity to prepare future staff leaders and to update existing supervisors, were the primary inspirations for a course: *Team Leadership/Supervisory Skills* which was offered in December. The course was designed with both organisational and individual staff requirements in mind. The course was taught by Robin Horne of the University's Department of Management and the Deputy University Librarian.

One of the assumptions underpinning the design of both the team building and the team leadership courses was the importance of an understanding of strengths and weaknesses, both one's own and those of other staff. Felicity McGregor had been impressed by the effectiveness of the *Myers-Briggs Type Indicator*, a personality inventory used during her course at the *Centre for Creative Leadership*, Greensboro, North Carolina and decided it would have a wide range of applications to both staff development and management. During 1991 she gained accreditation and developed a teaching program which was used as a prerequisite for both the team building and the team leadership courses.

Further changes to the University's *Annual Evaluation and Development Review* were discussed during the year. The outcome was a revised set of forms with increased emphasis on career development. The evaluation process for supervisors was also scrutinised during the year. Although the *Annual Evaluation and Development Review* made some provision for evaluative comments, it was not considered sufficiently detailed. In 1991 a form was designed specifically to enable staff to provide relevant feedback for supervisors. Towards the end of the year, the form was redesigned to facilitate evaluation of the University Librarian.

The outgoing *Staff Training and Development Committee* celebrated a year of outstanding achievements. Apart from sponsoring delegates to attend various conferences, such as the 6th National Library Technician's Conference, it was responsible for organising a number of in house courses on topics such as: computer skills, budgeting and the use of AARNet. Various committee members contributed significantly to 1991 developments. Lorraine Denny developed and presented sessions on procedure writing and quality customer service. Annette Meldrum worked with two other staff to develop a Loans Training Package. Fiona McGregor served on the *Task Force on Library Skills and Reorganisation* and produced a policy paper on the concept of multiskilling. She also contributed a paper to the Newsletter: *Staff Development in Australian Libraries* on developmental aspects of *Task Force* membership. Janette Burke conducted numerous AARNet and DOS training sessions. Petra Carpenter collected and collated information on proposals for job rotation and helping out in peak periods and administered study time entitlements. All *Staff Training and Development Committee* members were instrumental in promoting positive outcomes from the team building program.

There was considerable interest in the session on fund raising presented by Joan Hood, Director of Development and Public Affairs, University of Illinois. The Deputy University Librarian was pleased to have the opportunity to reciprocate the hospitality she had received when visiting the University of Illinois Libraries in 1990.

Both Divisional Librarians made study visits to the United States during the year. Craig Grimison had the distinction of being awarded the Blackwell's scholarship which enabled him to spend several months as a management intern at two major American University libraries. Neil Cairns successfully applied for development leave to assess trends in information technology applicable to the University of Wollongong. Neil was also awarded a scholarship to participate in the *Leadership Development Program* at the *Centre for Creative Leadership*, Colorado Springs, Colorado, an opportunity for managerial development recommended by the Deputy University Librarian, who had attended a similar program the previous year.

In August, Felicity McGregor was asked to present a seminar on *Change, the Library and the Middle Manager* for CAVAL (Cooperative Action by Victorian Academic Libraries). Whilst in Melbourne, she was also asked to address the Victorian chapter of ALIA (Australian Library and Information Association) on her experiences at the *Centre for Creative Leadership*. During the same visit, she also responded to a request from the newly formed Victoria University of Technology to present a workshop on *Managing Change*, with particular reference to the amalgamation of libraries.

Although relatively few new appointments were made in 1991, there was considerable staff movement, through rotations and other forms of temporary placement. Flexibility of work assignments was enhanced by the development of generic position descriptions for all classifications other than senior librarians. The latter will be developed during 1992. The duties of the Government Publications Librarian were redistributed to enable her to develop specialised services to support University researchers.

The University Librarian, John Shipp, was involved increasingly in the promotion of cooperation between libraries. In 1990, the NSW Vice-Chancellors Committee established a standing committee on libraries, UNISON. The University Librarian was elected as the UNISON representative on the board of the library cooperative company, UNILINC, and subsequently became a member of the executives of both organisations. The two bodies work closely together to initiate and implement projects which improve access to information and increase the cost-effectiveness of university libraries. The major project for 1991 was the specification of software to link the catalogues of the various libraries using a common set of commands. The project was coordinated by UNILINC with implementation scheduled for June 1992.

The University Librarian was elected as the Vice President of the Council of Australian University Librarians and chair of its Working Party on Networked Electronic Information. CAUL seeks to facilitate projects which will enable the most cost-effective and efficient provision of electronic information to members of the university community.

A major initiative in this area was an application for funding to evaluate the provision of access to selected databases using the Australian Academic and Research Network. The project was coordinated by the University Librarian and Colin Steele, University Librarian at the Australian National University. Although the total project was not funded, sufficient funding was allocated by the Department of Employment, Education and Training to permit a trial to proceed. The project will be coordinated by the University Librarian during 1992.

Publications

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McGregor, Felicity

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Taskforce "On Target" for Training and Development Staff Development in Australian Libraries, No. 14 November 1991.



TECHNICAL SERVICES

Neil Cairns
Technology Development Librarian

Structure

With the affirmation of *Prospect 2001*, the Division will be able to take advantage of earlier initiatives, particularly technological developments, to reorganise and to plan for a much more organic and flexible approach to acquiring and providing access to information. Similarly, while some staffing initiatives within the Division have indicated the direction of change, it is apparent that widespread structural change will accompany the implementation of the *Prospect 2001*.

One of the major underlying assumptions in the *Prospect 2001* is that the skill level of all Library staff will both increase and broaden. Within Technical Services, General Library Assistants and Library Technicians will be performing detailed searching of large remote databases to gather bibliographic and order information, will be managing the transfer of data between systems via large networks, and will be involved in the process of developing and maintaining viable, rich collections.

Various strategies have been employed in recent years to ensure that Library Technicians and General Library Assistants studying for professional qualifications received useful experience in cataloguing and other areas. For example, short-term backlogs within Technical Services have been eliminated by the use of paraprofessional or unqualified staff in copy cataloguing, ordering and other processes. This "blurring" of the traditional boundaries between professional and paraprofessional responsibilities is caused, for the most part, by opportunities created by the accessibility of information technology.

During the year, several projects began which utilised the existing technology base effectively and which set the scene for the working environment of the near future: the Blackwell's company provided test versions of two software packages - *Blackwell's Connect* for serials ordering/database access, and *PC Order* from Blackwell's North America for monographs. As an Australian test site, this Library will play a part in the formulation of software packages which streamline the process of ordering and maintenance of ordering information, while taking advantage of the communications cost savings provided by the Australian Academic Research Network (AARNet). At the same time, valuable experience in the use of online information sources will be gained by staff in the Serials and Acquisitions Departments.

The Acquisitions Department was reorganised to ensure that each Acquisitions Officer was responsible for one faculty's orders. In addition, each Officer teamed with the appropriate Faculty Librarian within the Information Services Division, to ensure that each was aware of the other's roles, to facilitate better communication with the faculty, and to cooperate on collection development. While this concept is in the formative stage it is obviously a sound basis on which to build a service to the faculties which addresses particular needs, fosters good relations and builds contacts. Obviously this approach requires a measure of continuity to be successful. Staff need to become allied with a particular faculty, to develop a level of rapport and trust, and to build up a body of faculty-specific knowledge for this concept to work. In the past it has often been the pool of Library Technicians in Acquisitions which has been used to fill gaps in other areas, a role which may change as the importance of the ordering function grows.

During the year, planning for the merger of the Inter-Library Loans section with the Acquisitions Department proceeded to fruition via the efforts of a taskforce. The concept driving the merger was, again, to coordinate the business of acquiring information in one functional unit. Under the new combined structure, the same staff who order materials for the faculties (the Acquisitions Officers) will also make decisions on whether specific requests require loan or purchase, based on knowledge of that part of the collection, the number of students, and needs of the faculty.

Technology

The ongoing implementation of the PALS integrated system continued during the period with the completion of data entry for all currently-received periodicals in the serials database. Procedures for binding periodicals and claiming missing issues were implemented successfully. Trials of the PALS Universal MARC Editor software were conducted with a view to use during 1992 for basic database maintenance.

Implementation must go further, however. During the year it became clear that the ageing Acquisitions system was nearing the end of useful life. It is, in fact, the oldest automated process in operation, having run successfully since 1983. It is crucial, however, that the existing acquisitions system be replaced in the coming year.

Systems problems of an operational nature were well down on previous years. However, the current hardware platform has serious restrictions for growth which are going to become evident as increased numbers of users access the system. As the campus network grows, and as laboratories and dial-in access add to demand, the UNISYS 2200 machine and its communications processors will shortly be saturated. In looking to replace the current hardware, it is necessary to view it in isolation from suitable application software, as hardware costs have decreased as a proportion of total system cost dramatically. This is particularly so in the UNIX environment, at least for data storage and memory costs. To replace the current UNISYS machine with greater power on a mainframe is prohibitively expensive and will no doubt not be an alternative.

An informal RFI process was undertaken during the year to assess the alternatives to PALS. Representatives from all the major UNIX-based library software suppliers were invited to submit quotes on replacement systems, and senior staff assessed the basic functionality of all modules. In addition the Technology Development Librarian visited major US sites using the *Innovative Interfaces* software to assess its applicability, functionality and ease of use. These activities established that viable acquisitions and serials management software is available, and a major task for 1992 is to specify and cost a suitable replacement system. At this stage, replacement of the complete system is not envisaged.

Budget

Despite gloomy predictions for significant increase in serials costs for 1991 the steady and comparatively favourable exchange rates during the latter half of the year resulted in a bookvote overexpenditure of only 2%. Significantly less money was spent on monographs during 1991 due to the large overexpenditure carried forward from 1990.

With an additional amount of funds flowing to the Library from full-fee paying students late in 1991, as well as significant changes in the composition of the student population caused by increased enrolments and changed demands for courses, the issue of allocating the bookvote to reflect these changes preoccupied the Library Committee late in the year. It is likely that a reallocation will occur during 1992.

Activities

During October and November the Technology Development Librarian travelled in the United States. The purpose of the trip was three-fold: to assess onsite the *Innovative Interfaces* integrated library software system, to gain an overview of trends in information technology development and implementation, and to pursue both career and personal development via a live-in workshop at the *Centre for Creative Leadership*, Colorado Springs.

The 1991 EDUCOM Conference, held in San Diego, with the theme "Curricula, Computing and Culture", was a very useful introduction to issues concerning North American tertiary education institutions as well as their libraries. It was also a very cogent means of learning something of what groups such as the *Research Libraries Group*, the *Coalition for Networked Information* and other current lobbying information technology players are researching and implementing.

The *Centre for Creative Leadership* is a non-profit organisation servicing the management training needs of public and private institutions seeking to develop leadership as an essential management tool. The *Leadership Development Program* was run over five days, of which one was spent in the wilds at Pikes Peak testing teamwork, leadership and sheer survival skills! The core of the course consisted of a number of questionnaires directed at the participants and their fellow staff members; these were analysed and the results fed back to the participants over the five days. Because of the comprehensiveness of the surveys it was possible to gain a great deal of valuable feedback which targeted participants' specific needs. There was also an opportunity for lengthy consultation with a qualified psychologist, who assisted with the interpretation of the tests in overview.

Visits were made to a number of small and large libraries and other organisations involved in information technology delivery. The following sites were visited: San Diego State University Library's electronic reserve room pilot project; the CARL Inc. *Uncover* operation at Denver, the Health Sciences Libraries Consortium database delivery facility in Philadelphia, CD ROM Consistent Interface Committee in Washington, the Georgia Institute of Technology GTEL system and the very impressive network CD ROM system operated by Loma Linda University Library in San Bernadino, California. A very profitable day was spent with various members of the library and School of Information and Library Studies at University of Michigan, where much work is being done on campus information systems and in development of user-friendly information access and delivery tools via careful study of user behaviours.

Early in the year, a demonstration of the *Innovative Interfaces* software had been sufficiently impressive to take the opportunity while in the United States to poll the users and assess the system's operational characteristics. Visits were made to libraries at the University of San Diego, Loyola and Tulane Universities, New Orleans, and the very well developed University of Maine system. The system is well-designed and delivers a comprehensive array of functions. Perceived problems include some inefficiencies in the interaction of the various databases, the time taken to generate batch processes, and, to some extent, the over-extension of the company's support services due to the phenomenal market success achieved over the last three years. The positive factors include the range of functions available now, the cheapness of the hardware platform, and the comprehensive management information facilities.

Overall, the trip was very useful on a number of levels. Valuable personal contacts were established, there was an opportunity to appreciate the "big picture" of information technology issues in a short time, for example, the EDUCOM conference, and a very engaging five days was devoted to personal development in a stimulating, creative environment, with a group of very impressive fellow-attendees, many of whom contributed as much to the learning experience as the presenters.

SYSTEMS

Janette Burke
Systems Manager

Developments

- * The latest PALS software (version 90.1) was installed in mid June. Incorporated with the upgrade was the release of the Marc Editor. This enables corrections to be made directly to the bibliographic record in the PALS database.
- * Thirteen new workstations were purchased, increasing the Library's total to 59. Faculty librarians and senior staff, and most cataloguing staff have their own workstations. A range of office automation software is available on the local area network, and cataloguers can access AARNet (Australian Academic and Research Network) and ABN (Australian Bibliographic Network).
- * Two CD (Compact Disc)-Servers were successfully installed with nine CD ROM databases available to workstations anywhere on the local area network. Work was begun on providing access to the networked CD ROMs from the computer laboratory in the Library.
- * A programmer was employed part time in Systems throughout 1991. The majority of his time was spent developing a networked CD ROM menuing system with integrated database use metering. This has been installed and is a highly successful "add-on" to the facility, because staff can readily assess use levels and use that information when making budget submissions. The programmer also developed mechanisms for ensuring control of computer viruses and preventing users accessing workstation operating systems.
- * The Systems unit played host to a number of academic and public librarians during the year. They came to evaluate the CD ROM network and its related software. Particular interest was engendered by the CD ROM statistics-gathering facility.
- * The Law Reserve collection and the general Reserve collection were automated during the year, using the PALS Loans software.
- * The Library became an Australian test site for *Blackwells CONNECT*. *CONNECT* uses AARNet as the communication route to Blackwell's Periodicals division in Oxford, England. Electronic ordering, placing claims, renewal of subscriptions and searching Blackwell's serial database will be tested over a number of months.

- * *PC Order*, an electronic monographic order system linked to Blackwell's North America and Blackwell's, Oxford, mainframe systems is also being tested by the Acquisitions department.
- * AARNET training sessions for academic staff were conducted in the first eight weeks of 1991. Sessions included instruction in accessing Australian and international library catalogues and were also a very useful introduction to AARNET and its capabilities for many of the attendees. Systems staff developed a range of handouts explaining use of the network and listing commands specific to frequently used online catalogues.

Staff

- * Janette Burke, Library Systems Manager, attended several demonstrations of Library systems throughout the year. The demonstrations included Innovative Interfaces, Dynix, CLIRS, Carlyle and the Patron Self Check system.

ACQUISITIONS

*Jenny Ross
Acquisitions Librarian*

Developments

- * Again this year, there was considerable emphasis on the ordering of Law materials. Over \$100,000 of the General Development Fund was spent on law books and serial backsets. A special grant has been received for Natural Resources and Mining Law, and over \$50,000 from this grant has been spent on books and serial backsets.
- * Major purchases for the Library in 1991 included: *International directory of corporate affiliations, 1990/91: "whom owns whom"*. 2 vols. National Register Pub. Co., 1990. *McGraw-Hill encyclopedia of science and technology*. 20 vols. 7th ed. 1992. *English poetry full-text database on CD ROM* Chadwyck-Healey. *Currency Press plays. Yackandandah playscripts. The Deming library*. 6 videos. Wootten Productions, 1987 and *HyperCELL* [computer file], Garland, 1990
- * The Library was fortunate to receive a very generous donation from the estate of William Pollak. The major proportion of the donation consists of 1300 records and 540 scores. The main emphasis is on opera, but there are also substantial holdings of classical music in other areas. Many of these records and scores are no longer available and will be a very valuable resource for the School of Creative Arts. The donation has been shelved in the Special Collections area.
- * Other major donations during the year included those from Butterworths, the Federal Judicial Center, Washington, Professor Helen Gamble of the Faculty of Law, Mr. Robin Horne of the Department of Management, the Law Courts Library of Sydney, the Manitoba Law Reform Commission, and the Law Reform Commission of Saskatchewan.
- * Several members of the Acquisitions Department attended the *Supplier Performance Evaluation Seminar*, held at the University of Western Sydney - Hawkesbury. This seminar provided valuable guidance to assist us in more systematically evaluating library suppliers, an activity undertaken during late 1991.
- * Members of the Acquisitions and Cataloguing Departments attended an *ALIA Seminar on the Reorganisation of Technical Services*, held at the State Library. This was followed by a lunchtime seminar have to inform other staff and to discuss the issues.

- * As a result of the report and recommendations of the *Taskforce on Library Skills and Reorganisation*, a *Steering Group to Implement the Merger between Acquisitions and Interlibrary Loans* was established. The Steering Group has planned for the merger of the two departments in January 1992.
- * Visits were received from representatives of the following major suppliers: Baker & Taylor, James Bennett Library Suppliers, Blackwell's, Butterworths, DA Books and Journals, Everett's, Harcourt, Brace, Jovanovich, UMI, UPA & CIS, and B.H. Walshe & Sons.

Staff

Significant staff changes required a considerable investment in training time, and some disruption to normal workflows. Due to promotions and rotations elsewhere in the system the Acquisitions Department had to cope with reduced staffing for some of the year.

Jenny Ross continued to represent the Library on the ACLIS (Australian Council on Library & Information Services) Collection Development Sub-Committee.

CATALOGUING

*Rod Higham
Cataloguing Librarian*

Developments

- * *A year of steady progress rather than significant gains* best describes 1991. Staffing disruptions caused by secondment, extended leave and resignations resulted in a lower output than in 1990. However, considering the situation, output figures were still quite pleasing, equalling those of 1989. Newly acquired material continued to be processed without delay, with no major backlogs developing.
- * The most notable achievements occurred in the processing of Law materials. By the end of the year the law collection had exceeded 30,000 items, a very satisfactory result considering that processing for this collection had only begun in November 1990. An order of some 11,000 volumes, which arrived from the United States early in the year, formed a substantial part of this total. This was processed in a matter of weeks with the aid of a team of temporary assistants, and was on the shelves in time for the official inauguration of the Law Faculty in February. A large shipment of United States law material in microfiche format was also received during the year. The processing of this order was a major task for those involved.
- * Further opportunities for multi-skilling were made available. A half-day per week exchange between our Audiovisual Cataloguer and one of the Faculty librarians was continued from the previous year, since it had proved successful. In addition, a General Library Assistant job share arrangement between Loans and Cataloguing had been trialled and was generally successful, with some valuable lessons learnt for improving similar arrangements in the future.
- * 1991 marked the tenth year of cataloguing on ABN (Australian Bibliographic Network), the Library having joined shortly after the network was established. At the ABN Tenth Anniversary celebrations in November that involvement was honoured by the National Library with a certificate recognising our contribution to the development of the national database. This was presented at a reception held at the State Library in Sydney.

Staff

Rod Higham continued to represent the Library at the quarterly meetings of the NSW ABN Users' Group.

Most cataloguing staff attended at least one staff development program during the year and participated in rotation and "helpingout" programs.

SERIALS

*Carole Alcock
Serials Librarian*

Developments

- * Expansion of the collection continued in 1991 with the receipt of approximately 500 new serials ordered during the previous year, among them, many new Law serials. The collection is being further expanded to support the Natural Resources and Mining Law program.
- * Information on journals sent for binding is now recorded on the online catalogue. While full binding functionality is not yet available in PALS, use of the "bind" function is now possible, with the availability of item detail for serial issues. Further automation was introduced via All States Binding's software which allows binding orders to be despatched on disk.
- * Improvements to the computerised subscription record system now allow the production of more detailed reports on subscription costs. (for example, three year price comparisons; price increases over 10%; lists of subscriptions by supplier).
- * Government Publications classes were organised during the year, in cooperation with the Faculty Librarians. The following themes were covered:
 - Census for Library staff
 - ABS for students and Library staff
 - Government Publications for final year TAFE students
 - Government Publications for Sociology students
- * Government Publications information sheets were prepared on the following topics:
 - Guide to the Census
 - Guide to ABS
 - Guide to Parliamentary Papers
 - Guide to Locating NSW Industrial Awards
- * The 68 volume collection of ASTM Standards, which was ordered in 1990, has now arrived and been placed in the collection.

- * A major policy shift by the New South Wales Government gave rise to concern for the ongoing viability of the government publications collection. As the Government will no longer supply documents under the deposit scheme to university libraries, alternative strategies will be adopted to ensure that basic materials are purchased, or can be accessed. The most essential parliamentary publications will be purchased from multidisciplinary funds. However most other government publications will be funded from faculty allocations and will therefore be purchased on request.
- * Procedures in the Department have been completely revised. With the introduction of computerised systems in almost every aspect of Serials work during the past two years, procedures for work practices have required constant revision. A manual is maintained for this purpose and an annual procedures review conducted. One of the most useful initiatives was undertaken by the clerical staff in Acquisitions, who now process payment dissections for serials invoices; this has resulted in a significant reduction in ledger errors.

Staff

Responsibility for Government Publications within the Department was assumed by Lorraine Denny. Pam Epe left the Department to become Government Publications and Research Services Librarian.

The Department welcomed two new staff members this year: Michelle Aitkin and Barbara Maguire. Barbara and Michelle participated in a job sharing exercise between Serials and Loans. Gary Norwell from Loans worked part time in Serials during that time.

Serials Staff visited All States Binding in Canberra during the year. They were shown over the whole operation and received instruction in the use of the binding software provided by All States.

A half-time casual assistant was employed during 1991 to add serials holdings information on to the online catalogue. This task has yet to be completed.

Staff changes during the year have meant that almost all staff within the Department have experienced a large measure of retraining. In addition to the training of new staff to replace the three staff members who left, jobs were rotated within the department. Extra training was also involved in the job sharing exercise mentioned above, and for circulation staff providing occasional assistance with check-ins. The latter was greatly appreciated, as was the assistance provided by two voluntary workers who came one day a week over a number of months.

INFORMATION SERVICES



*Craig Grimison
Information Services Librarian*

General Summary

The Information Services Librarian, Craig Grimison, was absent for six months of the year on development leave. Craig had the distinction of being awarded the Blackwell's Bicentenary Scholarship which enabled him to spend several months each at Stanford University and the University of Pennsylvania. Craig worked closely with the Library Directors of these institutions in the capacity of management intern. Craig also attended the American Library Association's Annual Conference in Atlanta, Georgia and made many useful professional contacts. Craig spent a further two months travelling in the United Kingdom and visited a number of university libraries there.

During his absence, the Bibliographic Services Librarian, Sharat Arora assumed a caretaking role in the Information Services Librarians post. An unplanned vacancy was caused by the resignation of the Reference Librarian, Carol Stiles who returned to the United States. Carol provided invaluable leadership to the burgeoning Faculty Librarians team.

In spite of the absence of the Division's two senior managers, staff rose to the challenge of maintaining and enhancing the range of services and coped admirably with the additional workload generated by the unusual circumstances.

Demand continued to increase in all services areas. In particular, reference enquiries increased by 51% and CDROM searches by 71%. The constant promotion of reader education by Faculty Librarians resulted in a 73% increase in the number of students participating in these programs. Responsibility for the Law Library was transferred to the Information Services Librarian and demand for its services steadily increased.

The highlight of 1991 for Information Services was the successful implementation of CD-ROM networking. Nine databases can now be accessed from two CD Servers attached to the Library's local area network. Multiple users can access the same database and, in time, this facility will be available at workstations throughout the campus network.

Faculty Librarians, assisted by volunteers from elsewhere in the Library, continued to teach the library component of the University's Computer Literacy Program through the provision of online catalogue classes and/or written tests. In line with the University's policy of increased integration of computing technology in mainstream teaching, the Library aims to integrate the teaching of information literacy with other course requirements.

The Reserve Collection was automated during 1991, using the PALS Reserve module. This necessitated changes to loans procedures but will provide a faster and more efficient service. The problem of training the large number of permanent and casual staff who work variable hours in Loans was addressed through the development of a new training package by a team of staff members. Initiated by Loans General Library Assistant, Annette Meldrum, the package has already proven its worth in ensuring that staff receive thorough training, regardless of the prevailing work level in the Department.

The Special Collections section commenced a project designed to identify records relating to community politics in the Illawarra region. A guide to local community political groups in the region will be eventually published as a result of this project.

During 1991, a *Task Force on Library Skills and Reorganisation* was established to identify opportunities for reorganisation and skill enhancement which will further the realization of the Library's *Prospect 2001*. One of the recommendations of this *Task Force* was the merger of the Inter-Library Loans department with the Acquisitions department. The benefits of this merger are manifold. It is expected that, in combining similar functions, more effective use will be made of scarce resources. More importantly, the new department will be well placed to exploit the advantages of communications technology for both buying and borrowing. The opportunities for multiskilling of both Acquisitions and Inter-Library Loans staff have been greatly enhanced. The merger will occur early 1992.

Despite structural and leadership changes, staff demonstrated their capacity to maintain and extend the service and development objectives of the Information Services Division.

REFERENCE/READER EDUCATION

Mary Tow
Acting Reference/Reader Education Librarian

Reference Services

Developments

- * Demand for reference and information services continued to increase in 1991. Overall activity increased by 51% with demand for CD ROMs rising by 71%. Contrary to expectations, the networking of CD ROMs did not greatly reduce the demand for staff assistance. This is largely due to the popularity of the format. However, the personal computer installed at the Information Desk assisted greatly in helping to answer questions concerning use of the CD ROMs.
- * The *Academic Staff Guide* was revised and distributed to all academics and a similar booklet was prepared for postgraduate students.
- * The *reference refresher* series designed to keep all Information Desk staff up-to-date continued in 1991. All Faculty Librarians and the Research Services Librarian presented sessions on topics such as: Company Information and Australia Bureau of Statistics publications.
- * The partial job exchange between Faculty Librarians and cataloguer, Penny Verrall, has proved of great benefit to all staff members in terms of gaining experience in other areas of the Library.
- * Two staff members, Fiona McGregor and Valerie Dutton elected to spend their three weeks' library placement in Information Services. A program was designed to introduce both students to the range of Divisional functions including online and CD ROM searching.
- * A voice mail box was established for the Information Desk to handle the large number of outside callers requiring information on the Library's opening hours. Callers have the option of being connected to other sections of the Library.
- * Library displays included:

British Council book exhibition on Grahame Greene, May/June 1991
Second Feminist Fortnight, 6-22 September 1991

Reader Education

Developments

- * The number of students participating in reader education increased by 73%. The highest increases occurred in the Faculties of Arts and Health and Behavioural Sciences. The Law staff assumed all law reader education for Commerce students.
- * In 1990, the reader education program was reviewed and strategies were identified to deal with the increased number of students and to make maximum use of available technology. A kit was developed which targeted the information needs of first year students. A handout listing the most commonly asked questions, with answers, was also distributed to first year students. During the summer vacation a project was completed which involved updating all the computer programs used in reader education. In addition, work continued on the preparation and revision of all guides and tutorials used in CD-ROM training.
- * The Library's computer assisted learning packages were updated and these were used heavily during orientation programs. The *Library Services Directory* was also available to familiarise students with aspects of the Library's services. The advantage of these programs is that students can use them at their own pace.
- * As part of the University's computer literacy program, the Library conducted online catalogue classes for 1887 students during the first four weeks of Session 1 and Session 2, an 11% increase. Many students needed a reminder to complete this compulsory requirement before graduation. As an alternative to the catalogue class, written questionnaires were also offered and were marked by Faculty Librarians to determine whether students met the computer literacy requirements.
- * The Library again participated in the *Gateway Program* which is designed to prepare students for University entrance. Students completed a session on basic research skills, an online catalogue class and a tour of the Library. The *Gateway to the Library* booklet was prepared by Lynne Wright, Informatics Faculty Librarian, who also taught most of the sessions.
- * Lynne Wright also conducted negotiations with the Director of Studies at the Wollongong English Language Centre, (WELC), and agreed to conduct two sessions for WELC students to include basic Library literacy skills. A fee was negotiated to cover the printing of booklets and services rendered. The program has received favourable comments from WELC teachers and students alike.
- * Orientation tours and online catalogue classes were also conducted for mature age, overseas, TAFE, high school and Foundation Studies students.

ONLINE AND CD ROM SERVICES

Mary Tow
Online and CD ROM Services Librarian

Developments

- * Networking was the highlight of CD ROM services during 1991, with a total of nine databases being networked over the year with some presenting more problems than others.
- * Statistics are now generated by the system and include categories for undergraduate, postgraduate, visitor and faculty searches.
- * Two additional CD ROMs were purchased in 1991 making a total of nineteen databases available in this format. Usage continued to increase; 14,348 searches were conducted in 1991 compared with 5,888 searches in 1990, an increase of over 240%.
- * CD classes continued to be offered regularly to the whole campus, as distinct from classes which were part of a faculty's reader education program. 178 general training sessions with 431 participants were conducted. All reader education sessions increasingly include a CD ROM training component. Networking has made the classes easier to conduct as participants can all access the latest disc and all workstations can be used to duplicate the same search. The networked databases will be available from the IBM Computer Laboratory housed in the Library and, eventually, from other locations on and off campus.
- * Reference guides and tutorials for the most popular CD ROMs were updated. The guides were distributed during classes, while the tutorials were used by students as a self-teaching package if they were unable to attend a CD class.
- * The annual review of CD ROM databases resulted in the cancellation of *Facts on File*, *Newspapers Abstracts* and *Science Citation Index*. A comparison of usage statistics for all other titles indicated that usage doubled in most cases except for *ABI/INFORM* which showed a 24% increase. This may have been due to the fact that networking problems were experienced, and no new discs were received for a good part of the year.
- * After the initial dramatic decrease in online searches following the introduction of CD ROMs in 1988-1989, a slight increase was noted in 1990 (8.5%). In 1991, the increase was 29%, predominantly for searches using the Dialog system. Online search demonstrations of *Australis* and the Dialog free monthly databases helped to promote a better awareness of this service. The increase might also indicate that, having been exposed to the benefits of searching on CD ROM databases, students now have a better understanding of the advantages of online searches for databases not held in the Library.

LOANS

Neil Grant
Loans Librarian

Developments

- * Reserve Supervisor, Elizabeth White, was appointed to the new position of Law Reference Librarian. Her position was filled as a twelve months rotation by Frances Riva who instituted a review of Reserve procedures. As a result, all material not required for the current session, including photocopies previously stored by the Library, was removed. The resulting smaller Reserve Collection has been easier to control and monitor. Preparatory steps have also been taken to automate the Reserve collection and this should be implemented by at the beginning of second Session 1992.
- * The department employed more casual staff than in previous years, due to staff rotation and some part time funding being transferred to the casual staff allocation. Casual vacancies were advertised more widely than usual and several valuable appointments were made from a very large pool of applicants. Other sections of the Library were able to select from this pool when seeking casual staff.
- * Plans have been made to expand the space in the Loans workroom. This improvement, plus the recent expansion of the returns room, have made a significant contribution to better working conditions in the department.
- * The need for a more comprehensive training package for new Loans staff, both permanent and casual, was recognised by Loans staff member Annette Meldrum. Annette worked with Loans Supervisor, Marion Pain and Serials/Loans staff member, Barbara McGuire to develop a package tailored to the particular requirements of the Department. The completed package has been tested and has received a very favourable response from both trainers and trainees.
- * Following re-cataloguing of law serials to the Law Library, the opportunity existed to relieve pressure on certain areas of the serials collection. This provides a short-term solution until space is made available through other strategies such as cooperative storage.

Staff

Despite numerous changes, staff continued to provide a reliable service to users.

In line with the Library policy of fostering multiskilling, two Loans staff were involved in partial rotations for periods during the year. This opportunity was welcomed by the staff involved and contributed to job satisfaction as well as to the acquisition of new skills.

INTER-LIBRARY LOANS

Gay Antonopoulos
Inter-Library Loans Librarian

Developments

- * 9858 items were requested on behalf of our users, while we received 7807 requests from other libraries.
- * Throughout the year the Inter-Library Loans Librarian was a member of the *Task Force on Library Skills and Reorganisation* and later the Steering Group, formed to implement the recommendations for the Task Force.
- * The *Task Force* was formed with the objective of identifying opportunities for restructuring and multiskilling to further the achievement of *Prospect 2001*. The integration of Inter-Library Loans and Acquisitions was recommended as one of the main strategies to achieve this objective. Some of the reasons for this recommendation were: the similarity of processes used in both sections and the opportunity to exploit available communications technology to improve work flows in both sections. It was also considered that small, discrete units such as Inter-Library Loans are not readily susceptible to the development of a range of staff skills.
- * The merger of the two sections is planned for January 1992. In spite of all the difficulties associated with such a major change, the *Task Force* supported the concept primarily because of its potential for improving service to users.

Staff

Gay Antonopoulos continued to attend meetings of the Inter-Library Loans Special Interest Group of the NSW ABN Group.

SPECIAL COLLECTIONS

Annabel Lloyd
Co-ordinator, Special Collections

Archives

Developments

- * An exhibition of highlights from the Rare Book Collection was mounted during August to coincide with open day.
- * Work was undertaken on the University's photograph collection. New photographs were added to the collection as a result of research being conducted for a publication on the history of the University .
- * A project to identify records relating to community politics in the Illawarra was devised in the later part of the year. As a first step, a questionnaire has been prepared and mailed to all appropriate groups. From this initial information it is hoped to publish a guide to such groups.
- * Ten new record series were transferred to the Archives from within the University. These included the original signed Council Minutes. Approximately 100 shelf metres of ongoing transfers were received from Central Registry.
- * Steps were taken during the year to identify existing University Committee records in the Archives. Contact was made with committee secretaries to ensure current copies of minutes are being preserved.
- * Major collections processed this year included: papers of the *Save Jervis Bay* Committee and the South Coast Branch of the Communist Party.
- * The History department is undertaking research on the NSW Branch of the Communist Party. As a result, the Archives has received the records of the NSW Branch for the duration of the project. Existing holdings of Australian Communist Party Publications are currently being identified by the Archives assistant, Patrick Brownlee.

Staff

The Archivist took an active role in local Community activities. These included: membership of the Council of the Illawarra Historical Society, chairing the Management Committee of the Illawarra Museum and membership of the Environmental Heritage Committee. The Archivist continued to attend monthly meetings of the Australian Society of Archivists, Sydney Branch.

In November, the Archivist addressed a meeting of the Australian Council of Archives on the role of the Council in assisting regional archives.

Audio Visual Services

Developments

- * A valuable donation of over 1000 sound recordings and scores was received from the estate of William Pollak. Highlights of the collection include an impressive collection of individual singers comprising recordings of some of the most famous operatic singers of this century. In addition, a fine collection of sacred music includes Gregorian chants and hymns and masses sung in various languages.
- * The *Deming Library* series on management and the *Civilisation* series on cultural history were among new video cassettes added to the collection.
- * *De Italia*, the videodisc encyclopedia, was the centrepiece in a class held for Italian Civilization students. The students then used it independently to answer assignment questions.
- * Map and atlas holdings were more actively promoted and a handout was produced listing the major map series and atlases. A new cabinet was obtained to improve the arrangement of the map sheets.
- * A set of NSW Electoral District maps was obtained by donation.
- * A video cassette player, suitable for NTSC as well as PAL cassettes, and a new stereo sound system were acquired for the Audiovisual Collection.

Staff

The Audiovisual Librarian attended a meeting of the NSW Branch of the International Association of Music Libraries; an Australian Map Circle meeting and tour; and a meeting of university audiovisual librarians. The Music Cataloguer attended meetings of the NSW Branch of the International Music Libraries.

The Audiovisual Librarian gave TAFE Library Practice students a tour of the Audiovisual Collection and a demonstration of equipment

LAW

John Bahrij
Law Librarian

Developments

- * In February 1991 a graduate Librarian and two General Library Assistants were appointed to the Law Library. Four casual staff were also employed to enable the Law Library to maintain the same opening hours as the main Library. Two new staff positions have been approved for 1992 and this will allow the Law Library to continue to meet the demands generated by an expanding user population.
- * In first session, an assessable, curriculum based Reader Education program was prepared and conducted jointly with academic teaching staff. In the first six weeks of session students were taught how to use both manual and automated legal research materials and how to develop systematic research methods and skills. Development of additional skills courses within the degree program will further expand students research capabilities.
- * Most of the \$750,000 allocated for general development of the collection has been expended in bringing the collection from 15,000 volumes in March 1991 to approximately 40,000 by the end of the year. Whilst the collection is now fairly strong in primary and secondary Australian legal materials, there are noticeable gaps in our holdings of overseas journals, legislation and law reports. This affects the extent to which we can successfully support an undergraduate teaching program.
- * Approximately 10,000 volumes have been acquired in various microform formats resulting in substantial savings in terms of storage and finances. Three microform reader printers have been installed to ensure adequate access to these materials.
- * The University of Wollongong and the University of Technology Sydney were successful in their joint application to the Department of Employment, Education and Training for a grant of \$450,000 to develop a collection in Natural Resources and Mining Law. A key element in the success of the application was the proposed use of communications technology to provide access to the collection which will be housed in Wollongong.

Staff

- * John Bahrij represented the Library at the Australian Law Librarian's Group meetings and visited various University Law Libraries in Sydney, Canberra and Perth and the High and Federal Attorney General's Office in Canberra.
- * Elizabeth White, the Law Reference Librarian, visited various University and Government Law Libraries in Sydney.

CURRICULUM RESOURCES CENTRE

Rosemarie Dowe
Curriculum Resources Librarian

Developments

- * Approval was given for the commencement of a degree in Early Childhood Education in 1992. An allocation of funding for Early Childhood Education resources, new shelving and storage facilities totalling \$30,000 was received from the Faculty of Education.
- * Continued and expanded use of the Curriculum Resources Centre was evident throughout 1991. Reserve Collection usage increased by 20 % and total loans by 12%. During 1991 the Reserve Collection held 1670 items placed by 53 lecturers.
- * The Centre was again used extensively by overseas students enrolled in courses run by the Wollongong English Language Centre (WELC).
- * The UNILINC (CLANN) CD ROM Catalogue was installed. Reader Education signs were provided to explain how to use the new catalogue. New loan cards were introduced to simplify loans procedures.
- * Reader Education classes were provided for all first year Bachelor of Education students as part of the *Learning and Teaching Studies* subject. Introductory classes for Diploma of Education students were also provided. All classes were well attended. Orientation tours of the Curriculum Resources Centre were provided for all new and visiting academic staff of the Faculty of Education.
- * Existing databases were continually updated and several new databases were created including: *Early Childhood books, Italian books, Large print books, 4th Year Research Projects*
- * New 'Theme' databases created were: *Bears, Moral and Social Issues, Environmental Issues, Natural Science Books Within Reading Schemes, People/Occupations, Zoos*
- * The printouts of all databases have been extensively used by students and staff to access particular materials as required.

- * Staff commenced organising the 3rd National Curriculum Resources Centres Conference to be held in Wollongong in February 1992. Various options for the cataloguing of toys into the Early Childhood Collection were examined. This involved researching literature on different cataloguing systems and visits to other Toy Libraries. Various physical relocations were completed including the moving of computer hardware and software into the Audio Visual room to allow for further expansion of the collection and the re-location of the film collection, projectors and video units to provide a quieter viewing area.
- * The staff of the Curriculum Resources Centre continued to highlight curriculum resources for students through displays of new material and information relevant to activities held in schools, for example, Book Week.
- * Open Day activities included storytelling sessions by Karen Hendricks, a student of the Faculty of Education and student assistant in the Curriculum Resources Centre Faculty of Education Advisors were available to discuss all aspects of the Teacher Training courses offered to prospective students.
- * The Curriculum Resources Centre opened on several weekends to make resources available to external studies students. The hours of the Curriculum Resources Centre were extended to accommodate students on Practice Teaching Sessions and for special weekend schools including a Masters' Symposium.

Staff

The Curriculum Resources Librarian, Rosemarie Dowe, continued to attend CLANN Library Managers meetings.

STAFF TRAINING AND DEVELOPMENT

Michelle Aitkin

- * Visit to All States Binding - Canberra : 31 May
- * Guide to ABS - presenter Lorraine Denny: 19 September
- * What is quality customer service? - presenter Lorraine Denny : 7 November
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Team Building - presenter Brian Palfrey : 3-4 October
- * Procedure Writing Workshop - presenter Lorraine Denny : 3 December
- * Team Leadership/Managerial Skills - presenters Robin Horne and Felicity McGregor: 3-5 & 10-11 December

Carole Alcock

- * Information Online and On-Disc 91 Conference - Sydney : 30 January, 1 February
- * Discussion Group on Fund Raising - Joan Hood, University of Illinois : 8 March
- * Basic and value added Library services - ALIA - Sydney : 16 April
- * Using Computer Projection in Tertiary Teaching - University : 17 June (in own time)
- * The Lecture Method - University : 17-18 June (in own time)
- * Dialog, Lexis/Nexis, Ausinet, BRS Demonstration at State Library - Sydney : 8 August
- * Procedure Writing Workshop - presenter Lorraine Denny : 24 October
- * Budgeting - presenter John Shipp.: 22 October
- * Small Group Teaching - Centre for Staff Development.: 13 November
- * Faculty Outreach workshop, RAILS, presenter Anne Lipow - Sydney : 14 November

Helen Andrews

- * Work place Safety - University : 13 March
- * Visit to All States Binding - Canberra : 31 May
- * Procedure Writing Workshop - presenter Lorraine Denny.: 3 December

Gay Antonopoulos

- * Overview of AARNet - presenter Janette Burke : 12 February
- * Basic DOS and using the Network - presenter Janette Burke : 13 February
- * ABN User Group meeting - Sydney : 4 April
- * DOS, AARNet Training - presenter Janette Burke : 10 April
- * Budgeting - presenter John Shipp.: 22 October
- * ABN NSW users group meeting.: 12 December

Sharat Arora

- * DOS, AARNet Training - presenter Janette Burke : 10 April
- * Writing Skills Workshop - University : 13 August
- * Budgeting - presenter John Shipp : 22 October
- * Library Technicians and their Role in Academic and Research Libraries, ALIA - Sydney : 13 November

John Bahrij

- * Law Library and Law Book Information Day, University of Sydney : 22 January
- * Information Online and On-Disc 91 Conference - Sydney : 30 January
- * Annual Evaluation and Development Reviews, Training for General Staff Supervisors - University : 7/8 February
- * Discussion Group on Fund Raising, Joan Hood University of Illinois : 8 March
- * Selection Techniques for General Staff - University : 10/11 March
- * Seminar on the Law Library today - Legal and Accounting Management Seminars - Sydney : 22 March
- * ALTA (Australia Law Teachers Association) Conference, University of Western Australia : 11/14 July
- * Budgeting - presenter John Shipp : 22 October

Alison Bell

- * Procedure Writing Workshop - presenter Lorraine Denny : 3 December

Cheryl Brindle-Jones

- * Procedure Writing Workshop - presenter Lorraine Denny : 24 October
- * What is quality customer service? - presenter Lorraine Denny : 7 November

Anne Brown

- * Work place Safety - University : 13 March
- * DOS Training - Library - presenter Janette Burke : 15 April
- * Visit to All States Binding - Canberra : 31 May
- * Procedure Writing Workshop - presenter Lorraine Denny : 3 December

Paula Brown

- * UNILINC Cataloguing Course - Sydney : 25/26/27 September
- * Budgeting - presenter John Shipp 22 October

Janette Burke

- * PC World Trade Fair - Sydney : 7 March
- * Budgeting - presenter John Shipp.: 22 October
- * Team Leadership/Managerial Skills - presenters Robin Horne and Felicity McGregor : 3-5 & 10-11 December

Neil Cairns

- * Systems Networking seminar - Sydney : 21 February
- * Visit to URICA - Sydney : 23 April
- * Seminar on "Archie" (Internet Index) : 19 December

Petra Carpenter

- * Discussion Group on Fund Raising - Joan Hood University of Illinois : 8 March
- * Seminar on Supplier Performance Evaluation - ALIA Acquisitions Committee (NSW) - Richmond : 3 May
- * Reorganisation of Technical Services, ALIA Acquisitions and Cataloguing Sections, State Library of NSW - Sydney : 24 July
- * Procedure Writing Workshop - presenter Lorraine Denny : 6 August
- * Dialog, Lexis/Nexis, Ausinet, BRS Demonstration at State Library - Sydney : 8 August
- * Guide to ABS - presenter Lorraine Denny : 19 September
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Team Building - presenter Brian Palfrey : 3-4 October
- * What is quality customer service? - presenter Lorraine Denny : 7 November
- * Team Leadership/Managerial Skills - presenters Robin Horne and Felicity McGregor : 3-5 & 10-11 December

Kath Cave

- * Business Travel - University : 26 March
- * Superannuation Session - University : 8 April
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Team Building - presenter Brian Palfrey.: 3-4 October
- * Budgeting - presenter John Shipp 22 October
- * Procedure Writing Workshop - presenter Lorraine Denny : 3 December

Michelle Chilby

- * Library Technicians and their Role in Academic and Research Libraries, ALIA - Sydney : 13 November
- * UNILINC, Nuts and Bolts course - Sydney :
- * Contemporary Children's Literature 1960-1990 conference - Sydney : 13 April

Diane DeFaveri

- * Overview of AARNet - presenter Janette Burke : 12 February
- * Writing Skills Workshop - University : 29 August
- * Library Technicians and their Role in Academic and Research Libraries, ALIA - Sydney : 13 November

Lorraine Denny

- * Information Online and On-Disc 91 Conference - Sydney : 30 January
- * Superannuation Session - University : 8 April
- * Seminar on Supplier Performance Evaluation - ALIA Acquisitions Committee (NSW) - Richmond : 3 May
- * Designing Computer Based Learning Systems - University : 12 June
- * 6th National Library Technicians Conference, ALIA - Sydney : 1/12 July
- * Basic Presentation Skills - University : 12/13 - 19/20 August
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Team Building - presenter Brian Palfrey : 3/4 October
- * Time and Task Management - University : 16 October
- * Small Group Teaching - Centre for Staff Development.: 13 November
- * Neutral Questioning workshop, RAILS, presenter Anne Lipow - Sydney : 15 November
- * Team Leadership/Managerial Skills - presenters Robin Home and Felicity McGregor.: 3-5- & 10-11 December
- * Library Technicians and their Role in Academic and Research Libraries, ALIA - Sydney : 13 November
- * Course on Government Publications - State Library : 19 December

Bronwyn Donald

- * Success Skills for Secretaries, Administrative Assistants - Fred Pryor Seminars - Sydney : 26 March
- * Superannuation Session - University : 8 April
- * Newly appointed Women Managers (in own time) - Sydney : 2 September
- * Guide to ABS - presenter Lorraine Denny : 19 September
- * Procedure Writing workshop : 24 October
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Team Building - presenter Brian Palfrey : 3-4 October
- * Team Leadership/Managerial Skills - presenters Robin Home and Felicity McGregor : 3/5 & 10/11 December

Rosemarie Dowe

- * Contemporary Children's Literature 1960-1990 Conference - Sydney : 13 April

Valerie Dutton

- * Annual Evaluation and Development Review, Training for General Staff members who are not supervisors - University : 13 February
- * Budgeting - presenter John Shipp : 22 October
- * Procedure Writing Workshop - presenter Lorraine Denny : 24 October
- * What is quality customer service? - presenter Lorraine Denny : 7 November

Pam Epe

- * Information Online and On-Disc 91 Conference - Sydney : 30 January
- * Discussion Group on Fund Raising - Joan Hood University of Illinois : 8 March
- * Basic and value added Library services, ALIA - Sydney : 16 April
- * Designing Computer Based Learning Systems - University : 12 June
- * Advanced Dialog Training - Sydney.: 2/4 July
- * Dialog, Lexis/Nexis, Ausinet, BRS Demonstration at State Library - Sydney : 8 August
- * Presentation Skills - University : 19/20/26/27 August
- * Australian Universities Staff Course - Adelaide : 4/12 September
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Visit ABS, Patents Office/Ausinet training - Sydney : 17 October
- * Budgeting - presenter John Shipp : 22 October
- * What is quality customer service? : 7 November
- * Dialog - Patents Training : 20 November
- * Team Leadership/Managerial Skills - presenters Robin Horne and Felicity McGregor : 3/5 & 10/11 December
- * Seminar on "Archie" (Internet Index) : 19 December

Sherilee Gardiner

- * Procedure Writing Workshop - presenter Lorraine Denny : 6 August
- * Writing Skills Workshop - University : 29 August

Keith Gaymer

- * Basic DOS and using the Network - presenter Janette Burke : 13 February
- * IAML (music) Meeting - University of Sydney : 27 May

Raji George

- * Overview of AARNet - presenter Janette Burke : 12 February

Neil Grant

- * Information Online and On-Disc 91 Conference - Sydney : 30 January
- * Basic DOS and using the Network - presenter Janette Burke : 13 February
- * Discussion Group on Fund Raising, Joan Hood University of Illinois : 8 March
- * EAP Supervisor Referral Course - University : 12 March
- * Basic and Value added Library Services, ALIA - Sydney : 16 April
- * University Finance System - University : 19 June
- * Budgeting - presenter John Shipp : 22 October
- * VALA (Victorian Association for Library Automation) Conference - Melbourne : 10-13 November

Craig Grimison

- * Information Online and On-Disc 91 Conference - Sydney : 30 January, 1 February
- * Basic DOS and using the Network - presenter Janette Burke : 13 February
- * Discussion Group on Fund Raising, Joan Hood University of Illinois : 8 March

Tony Hassan

- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Team Building - presenter Brian Palfrey.: 3-4 October

Rod Higham

- * LEVITY (Computer System) Demonstration, Sydney : 30 January
- * Discussion Group on Fund Raising - Joan Hood University of Illinois : 8 March
- * ABN Users' Group Meeting - Sydney : 4 April
- * DOS, AARNet Training - presenter Janette Burke : 10 April
- * Procedure Writing Workshop - presenter Lorraine Denny : 24 October
- * Budgeting - presenter John Shipp.: 22 October

Allison Hill

- * Seminar on Supplier Performance Evaluation - ALIA Acquisitions Committee (NSW) - Richmond : 3 May
- * Procedure Writing Workshop - presenter Lorraine Denny : 6 August

Sylvia Jacobs

- * Basic DOS and using the Network - presenter Janette Burke : 13 February
- * Superannuation Session - University : 8 April
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Team Building - presenter Brian Palfrey : 3-4 October

Deirdre Jewell

- * Basic DOS and using the Network - presenter Janette Burke
: 13 February

Mark Johnson

- * Superannuation Session - University : 8 April
- * DOS Training - Library - presenter Janette Burke : 15 April
- * Myers Briggs Type Indicator - presenter Felicity McGregor
: 24 September/1 October
- * Library Technicians and their Role in Academic and Research Libraries,
ALIA - Sydney : 13 November
- * Team Leadership/Managerial Skills - presenters Robin Home and
Felicity McGregor.: 3-5 & 10-11 December

Heather Kitchener

- * DOS, AARNet Training - presenter Janette Burke : 10 April
- * First Aid Training, St Johns Ambulance - Wollongong
: 2/3/13 December

Annabel Lloyd

- * Annual Evaluation and Development Review, Training for General
Staff Supervisors - University : 7/8 February
- * Overview of AARNet - presenter Janette Burke : 12 February
- * Basic DOS and using the Network - presenter Janette Burke
: 13 February
- * Discussion Group on Fund Raising - Joan Hood University of Illinois
: 8 March
- * Australian Society of Archivists Biennial Conference - Sydney
: 12/15 June
- * University Finance System - University : 19 June
- * Archivists Conference, State Archives - Sydney : 22 November

Donelle Lutton

- * Information Online and On-Disc 91 Conference - Sydney : 30 January

Felicity McGregor

- * Discussion Group on Fund Raising - Joan Hood University of Illinois
: 8 March
- * Educating for Change: Grasping the Vision (ALIA Conference)
- Melbourne : 26/28 June
- * Performance Measurement for Academic Libraries, AIMA
- Sydney : 27 May
- * Myers Briggs Type Indicator - Accreditation Course - Price Waterhouse
- Sydney : 24/26 June, 15/16 July, 15 August

Fiona McGregor

- * Information Online and On-Disc 91 Conference - Sydney : 30 January
- * Superannuation Session - University : 8 April
- * Seminar on Supplier Performance Evaluation - ALIA Acquisitions Committee (NSW) - Richmond : 3 May
- * Dialog training session - University of Technology : 14 May
- * Dialog, Lexis/Nexis, Ausinet, BRS Demonstration at State Library : 8 August
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Team Building - presenter Brian Palfrey : 3-4 October
- * Reference and Information Libraries (RAILS) Conference - Canberra : 7 November
- * Faculty Outreach workshop, RAILS, presenter Anne Lipow - Sydney : 14 November
- * Team Leadership/Managerial Skills - presenters Robin Home and Felicity McGregor : 3-5 & 10-11 December

Barbara McGuire

- * Superannuation Session - University : 8 April
- * Visit to All States Binding - Canberra : 31 May
- * Guide to ABS - presenter Lorraine Denny: 19 September
- * Procedure Writing Workshop: 24 October
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Team Building - presenter Brian Palfrey : 3-4 October

Catrina McGurk

- * Information Online and On-Disc 91 Conference - Sydney : 30 January, 1 February
- * Annual Evaluation and Development Reviews, Training for General Staff members who are not supervisors - University : 13 February
- * Working with International Students - University : 11 June
- * Dialog, Lexis/Nexis, Ausinet, BRS Demonstration at State Library - Sydney : 8 August

Annette Meldrum

- * Overview of AARNet - presenter Janette Burke : 12 February
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Team Building - presenter Brian Palfrey : 3/4 October
- * Procedure Writing Workshop - presenter Lorraine Denny : 3 December

Gary Norwell

- * Visit to All States Binding - Canberra : 31 May
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Team Building - presenter Brian Palfrey : 3-4 October
- * First Aid Training, St Johns Ambulance - Wollongong : 2/3/13 December

Marion Pain

- * Annual Evaluation and Development Reviews - Training for General Staff Supervisors - University : 7/8 February
- * Basic DOS and using the Network - presenter Janette Burke : 13 February
- * Superannuation Session - University : 8 April
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Team Building - presenter Brian Palfrey 3-4 October
- * Budgeting - presenter John Shipp : 22 October
- * Library Technicians and their Role in Academic and Research Libraries, ALIA - Sydney : 13 November
- * Procedure Writing Workshop - presenter Lorraine Denny : 3 December
- * Team Leadership/Managerial Skills - presenters Robin Horne and Felicity McGregor.: 3/5 & 10/11 December

Norbert Pauly

- * Overview of AARNet - presenter Janette Burke : 12 February
- * DOS Training - Library - presenter Janette Burke : 15 April
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Team Building - presenter Brian Palfrey : 3-4 October

Nina Pierro

- * Basic DOS and using the Network - University - trainer Janette Burke : 13 February
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Team building - presenter Brian Palfrey : 3-4 October

Sue Pollock

- * Overview of AARNet - presenter Janette Burke : 12 February
- * Annual Evaluation and Development Reviews - Training for General Staff members who are not supervisors - University : 13 February
- * Basic DOS and using the Network - presenter Janette Burke : 13 February
- * Discussion Group on Fund Raising - Joan Hood University of Illinois : 8 March
- * Superannuation Session - University : 8 April
- * Dialog Seminar - Sydney : 17 April
- * Dialog Advanced Searching : 4 July
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Reference and Information Libraries (RAILS) Conference - Canberra : 7 November
- * Small Group Training - Centre for Staff Development.: 13 November
- * Procedure Writing Workshop - presenter Lorraine Denny.: 3 December
- * Team Leadership/Managerial skills - presenters Robin Horne and Felicity McGregor.: 3-5 & 10-11 December

Sheree Pupovac

- * Overview of AARNet - presenter Janette Burke : 12 February
- * DOS, AARNet Training - presenter Janette Burke : 10 April
- * Procedure Writing Workshop - presenter Lorraine Denny : 3 December

Rita Rando

- * Overview of AARNet - presenter Janette Burke : 12 February
- * Basic DOS and using the Network - presenter Janette Burke : 13 February
- * Discussion Group on Fund Raising - Joan Hood University of Illinois : 8 March
- * Procedure Writing Workshop - presenter Lorraine Denny : 3 December

Carol Richards

- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Team Building - presenter Brian Palfrey : 3-4 October

Frances Riva

- * Overview of AARNet - presenter Janette Burke : 12 February
- * DOS Training - Library - presenter Janette Burke : 15 April
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Team Building - presenter Brian Palfrey : 3-4 October
- * Library Technicians and their Role in Academic and Research Libraries, ALIA - Sydney : 13 November
- * An Introduction to Macintosh computers - University : 2/9 December
- * An Introduction to Microsoft Word - University : 3/10 December
- * Procedure Writing Workshop - presenter Lorraine Denny : 3 December
- * Team Leadership/Managerial Skills - presenters Robin Horne and Felicity McGregor : 3/5 & 10/11 December

Jenny Ross

- * Information Online and On-Disc 91 Conference - Sydney : 30 January, 1 February
- * Overview of AARNet - presenter Janette Burke : 12 February
- * Discussion Group on Fund Raising - Joan Hood University of Illinois : 8 March
- * Seminar on Supplier Performance Evaluation - ALIA Acquisitions Committee (NSW) - Richmond : 3 May
- * Conspectus Course - ACLIS - Sydney : 8/9 May
- * University Finance System - University : 19 June
- * Reorganisation of Technical Services, ALIA Acquisitions and Cataloguing Sections, State Library of NSW - Sydney : 24 July
- * Procedure Writing Workshop - presenter Lorraine Denny : 6 August
- * Budgeting - presenter John Shipp : 22 October
- * Faculty Outreach workshop, RAILS, presenter Anne Lipow - Sydney : 14 November

Leone Ross

- * DOS, AARNet Training - presenter Janette Burke : 10 April
- * Conspectus Course - ACLIS -Sydney : 8-9 May

June Sassall

- * DOS, AARNet Training - presenter Janette Burke : 10 April

Saad Sefein

- * DOS, AARNet Training - presenter Janette Burke : 10 April

John Shipp

- * Irving Systems networking seminar, UNISON - Sydney : 21 February
- * Discussion Group on Fund Raising - Joan Hood University of Illinois : 8 March
- * Electronic Library Seminar , URCLS, ACT - Canberra : 2 May
- * Library Futures in an Electronic World - presenter Duane Webster, ARL - AIMA - Sydney : 9 August
- * VALA Conference - Melbourne : 11-13 November
- * AARNet Netshop - Hobart : 2-4 December
- * Seminar on "Archie" (Internet Index) : 19 December

Augusta Stanizzo

- * Procedure Writing workshop - presenter Lorraine Denny : 6 August

Bernadette Stephens

- * 6th National Library Technicians Conference, ALIA - Sydney : 1/12 July
- * Reorganisation of Technical Services, ALIA Acquisitions and Cataloguing Sections, State Library of NSW - Sydney : 24 July
- * Procedure Writing workshop : 6 August
- * Guide to ABS - presenter Lorraine Denny : 19 August
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September / 1 October
- * What is quality customer service? - presenter Lorraine Denny : 7 November
- * Team Leadership/Managerial Skills - presenters Robin Horne and Felicity McGregor : 3/5 & 10/11 December

Carol Stiles

- * Information Online and On-Disc 91 Conference - Sydney : 30 January, 1 February
- * Annual Evaluation and Development Reviews, Training for General Staff Supervisors - University : 7/8 February
- * Discussion Group on Fund Raising, Joan Hood University of Illinois : 8 March

Tracy Sweeny

- * Overview of AARNet - presenter Janette Burke : 12 February
- * Discussion Group on Fund Raising, Joan Hood University of Illinois : 8 March
- * DOS, AARNet Training - presenter Janette Burke : 10 April
- * Reorganisation of Technical Services, ALIA Acquisitions and Cataloguing Sections, State Library of NSW - Sydney : 24 July
- * 9th National Cataloguing Conference, ALIA, Cataloguers' Section - Melbourne : 28/30 November

Mary Tow

- * Neutral Questioning workshop, RAILS, presenter Anne Lipow - Sydney : 15 November

Penny Verrall

- * Overview of AARNet - presenter Janette Burke : 12 February
- * DOS, AARNet Training - presenter Janette Burke : 10 April
- * Reorganisation of Technical Services, ALIA Acquisitions and Cataloguing Sections, State Library of NSW - Sydney : 24 July
- * Guide to ABS - presenter Lorraine Denny : 19 September
- * Budgeting - presenter John Shipp : 22 October
- * 9th National Cataloguing Conference, ALIA, Cataloguers' Section - Melbourne : 28/30 November

Maria Vandenbrink

- * DOS Training - Library - presenter Janette Burke : 15 April
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Team Building - presenter Brian Palfrey.: 3-4 October
- * Procedure Writing Workshop - presenter Lorraine Denny : 3 December

Gwen Vardareff

- * Superannuation Session - University : 8 April
- * DOS Training - Library - presenter Janette Burke : 15 April
- * Writing Skills Workshop - University : 16 September

Elizabeth White

- * Overview of AARNet - presenter Janette Burke : 12 February
- * Basic DOS and using the Network - University - trainer Janette Burke : 13 February
- * Law for Non Lawyers - (Friday 6pm-8pm for 10 weeks) - Sydney : 8 March to 17 May
- * Myers Briggs Type Indicator - presenter Felicity McGregor : 24 September/1 October
- * Procedure Writing workshop - presenter Lorraine Denny : 24 October
- * Neutral Questioning workshop, RAILS, presenter Anne Lipow - Sydney : 15 November
- * Team Leadership/Managerial Skills - presenters Robin Horne and Felicity McGregor.: 3/5 & 10/11 December

Lynne Wright

- * Information Online and On-Disc 91 Conference - Sydney
: 1 February
- * Overview of AARNet - presenter Janette Burke : 12 February
- * Annual Evaluation and Development Reviews - Training for General
Staff members who are not supervisors - University : 13 February
- * Basic DOS and using the Network - presenter Janette Burke
: 13 February
- * Ausinet Training - Sydney : 13 March
- * Aldis Professional Development Seminar - Sydney University
: 15 April
- * Designing Computer Based Learning Systems - University : 12 June
- * Using Computer Projection in Tertiary teaching - University : 17 June
- * Advanced Dialog Sydney : 4 July
- * Dialog Science and Technology - Sydney : 21 July
- * Writing Skills Workshop - University : 29 August
- * Myers Briggs Type Indicator - presenter Felicity McGregor
: 24 September/1 October
- * Team Leadership/Managerial Skills - presenters Robin Horne and
Felicity McGregor : 3/5 & 10/11 December
- * Seminar on "Archie" (Internet Index) : 19 December

STAFF MEMBERS

ADMINISTRATION

University Librarian

John Shipp BA, Dip Ed, Dip Arch Admin, AALIA

Deputy University Librarian

Felicity McGregor BA, Dip Lib, AALIA

Research Services Librarian

Pam Epe BA, AALIA

Secretary

Jo-anne Lombardi

Administration Assistant

Kath Cave

TECHNICAL SERVICES

Technology Development Librarian

Neil Cairns BA, Dip Lib

Systems Manager

Janette Burke BA, AALIA

Acquisitions**Acquisitions Librarian**

Jenny Ross BA, AALIA

Sherilee Gardiner

Tony Hassan

Allison Hill

Fiona McGregor BA (Lib)

Augusta Stanizzo

Bernadette Stephens

Serials

Serials Librarian

Carole Alcock BA, Grad Dip Lib, AALIA

Government Publications Officer

Lorraine Denny BA (from April)

Michelle Aitkin BA (from March)

Helen Andrews

Anne Brown

Bronwyn Donald Dip Teach

Barbara McGuire BA, Dip Ed (from March)

Maria Vandenbrink BA

Cataloguing

Senior Cataloguer

Rod Higham BA

Petra Carpenter BA (Lib) (from September)

Heather Kitchener (from October)

Annette Moon (until October)

Sheree Pupovac AALIA

Rita Rando BA, Dip Ed

Leone Ross

Saad Sefein BA (until June)

Tracy Sweeny BA

Penny Verrall BA, Dip Lib Sc, AALIA

Bibliographic Services

Sharat Arora MA, MLS, Dip Lib Sc, Dip Russian

INFORMATION SERVICES

Information Services Librarian

Craig Grimison BA, Dip Ter Ed, AALIA

Reference/Reader Education Librarian

Carol Stiles BA, MLS (until July)

Online and CD ROM Librarian

Mary Tow BA, AALIA

Faculty Librarians

Deirdre Jewell BA, Dip Lib

Donelle Lutton BA, Dip Inf Management AALIA

Catriona McGurk BA, Dip Lib, AALIA

Suzanne Pollock BA, Dip Ed

Lynne Wright Dip Teach, Dip Lib

Inter-Library Loans

Gay Antonopoulos BA, AALIA
Raji George BA
June Sassall
Nina Pierro

Special Collections

Archivist and Co-ordinator of Special Collections
Annabel Lloyd BA, Dip Inf Management (Archives)

Audio Visual Librarian
Keith Gaymer BA, Dip Lib, AALIA

Loans

Loans Librarian
Neil Grant BA, Dip Lib

Kerry Benny
Diane DeFaveri
Sylvia Jacobs
Mark Johnson
Marion Pain
Annette Meldrum
Norbert Pauly
Gary Norwell
Carol Richards
Frances Riva
Gwen Vardareff

Law

Law Librarian
John Bahrij BA, Dip Lib, AALIA

Cheryl Brindle-Jones (from February)
Valerie Dutton BA, Grad Dip Lib (from February)
Elizabeth White BA, Grad Dip Lib (from February)

Curriculum Resources

Curriculum Resources Librarian
Rosemarie Dowe BA, Dip Lib, ALIA

Paula Brown BEd
Michelle Chilby

STATISTICS

BOOK STOCK	1989	1990	1991
Central Library			
Monographs	285,039	296,257	303,824
Serials	115,655	120,729	121,368
Current Serials Subscriptions	4,428	4,945	5,417
Law Library			
Law Monographs		1,765	4,941
Serials		5,374	23,821
Current Serials Subscriptions		289	793

LOANS	1989	1990	1991
Central Library			
General	237,328	250,893	251,567
Reserve	64,819	60,117	50,485
Curriculum Resources			
General	27,206	28,856	30,838
Reserve	19,582	21,736	26,055
Total	348,935	361,602	378,945
Entry Gate			
Central Library	610,295	750,349	741,884

INTERLIBRARY LOANS	1989	1990	1991
Requested by Wollongong	8,589	9,254	9,858
Items received	7,619	8,598	8,811
Requested from Wollongong	5,932	7,708	7,807
Items supplied	4,310	3,302	5,169

ACQUISITIONS	1989	1990	1991
Monographs - new titles	9,333	8,489	8,136
Monographs - additional titles	710	1,734	932
Monographs - donations	764	534	1,675
Non-Book			
Audio Recordings	81	65	68
Visual Recordings	47	141	42
Slides/Transparencies (individual)	50	0	121
Maps	11	2	5
Microfiche	2,745	41	14
Microfilms	103	202	2
Pictorial Records	0	0	0
Sheet Music/Scores	6	2	25
Other	1	8	5

CATALOGUING	1989	1990	1991
Monographs			
New titles	11,917	12,771	10,947
Additional copies	1,545	3,573	2,518
Serials			
New titles	716	536	1,725
Titles Changes	157	303	71
Non-book	1,432	567	557
Curriculum Resources			
Monographs			
new titles	525	700	788
additional titles	30	92	81
pamphlets	365	243	311
Non-book titles	392	597	401

CD ROM & ONLINE SERVICES	1989	1990	1991
Searches			
CD ROM	1,913	5,888	14,364
Online	104	114	161
Training Sessions	306	671	179

READER EDUCATION				
Faculty	No. of Students		No of Classes	
	1990	1991	1990	1991
Arts	362	698	31	69
Commerce	1,536	1,223	66	59
Creative Arts		11		1
Education	220	321	31	42
Engineering		99		16
Health & Behavioural Science		662		68
Informatics	1	228	1	11
Law		969		54
Science	299	484	32	39

INFORMATION DESK ENQUIRIES	1990	1991
Directional	8,083	8,481
Catalogue	6,100	9,360
Reference	4,660	4,891
Special Collections	1,421	2,047
Telephone	5,950	7,609
CD ROMs	6,155	10,543
Other	14,260	27,496
Total	46,629	70,427
LAW		
Directional		3,127
Catalogue		1,276
Reference		3,650
Other		2,504
Total		10,557
OTHER ENQUIRIES		
Special Collections Area	6,562	5,822
Serials Area	1,930	978